

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



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Application of Southern California Edison
Company (U 338E) for Approval of its Energy
Savings Assistance and California Alternate
Rates for Energy Programs and Budgets for
Program Years 2015-2017.

And Related Matters.

Application 14-11-007
(Filed November 18, 2014)

Application 14-11-009
Application 14-11-010
Application 14-11-011

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 2016**

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May 23, 2016

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR APRIL 2016**

This is the fourth monthly report of program year (PY) 2016. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through April 2016 for Southern California Gas Company (SoCalGas). Pursuant to Decision (D.) 16-04-040, SoCalGas will report information regarding its emergency response activities beginning June 2016.

Respectfully Submitted,

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May 23, 2016

**Southern California Gas Company
Energy Savings Assistance Program
(ESA Program)
And
California Alternate Rates for Energy
(CARE)
Program Monthly Report**

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. ENERGY SAVINGS ASSISTANCE PROGRAM EXECUTIVE SUMMARY

1.1 Energy Savings Assistance Program Overview

1.1.1 Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

| Program Summary through April 2016 | | | |
|------------------------------------|------------------------------------|----------------|--------|
| | Authorized / Planning Assumptions* | Actual to Date | % |
| Budget ** | \$66,208,595 | \$15,064,046 | 22.75% |
| Homes Treated | 136,836 | 16,617 | 12.14% |
| kWh Saved | N/A | N/A | N/A |
| kW Demand Reduced | N/A | N/A | N/A |
| Therms Saved | 2,426,915 ** | 297,374 | 12.25% |

* Program Phase I decision 12-08-044 was issued August 30, 2012, and was augmented pursuant to Phase II decision 14-08-030 issued August 20, 2014; table reflects updated budgets and goals.

** Pursuant to D.15-12-024, budgets have been updated to reflect a Jan 2016 - June 2016 six month bridge year budget equal to 50% of 2015 bridge year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D.14-08-030. Does not include funds shifted from previous years and/or prior program cycles, but includes 50% of \$1,046,575 in the Appliance category related to Phase II authorized Carry Back Funding line item amount allocated as such.

In April, SoCalGas processed and paid contractor invoices for 7,254 treated homes, or 12% of the 2016 bridge period treated goal of 136,836. Additionally, in April, SoCalGas paid for the weatherization of 16,006 homes, 1,676 furnace repairs and replacements, 818 water heater repairs and replacements, and 2,334 High Efficiency Washers.

1.2 Energy Savings Assistance Program Customer Outreach and Enrollment Update.

1.2.1 Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

Ethnic and Mass Media Campaign

An email campaign was launched and sent to 7,460 potential ESA Program customers. No Ethnic Mass Media Campaigns were launched in the month of April.

E- Newsletter

No E-Newsletter was deployed in the month of April.

Energy Savings Assistance Program - Bill inserts/onserts

ESA Program bill inserts were included in customer mailings by a SoCalGas' correspondence group; they were done on a daily basis during the month of April.

Energy Savings Assistance Program - Direct Mailings

In the month of April, there were 41,320 direct mail pieces sent to potentially eligible ESA Program customers.

Energy Savings Assistance Program - Outbound Dialing.

No outbound dialing was deployed in the month of April.

Energy Savings Assistance Program - Web Activities

SoCalGas included website links to its Customer Assistance Programs in all of its communications that specifically promote the ESA Program to customers. In the month of April, SoCalGas generated 135 on-line leads through its on-line ESA Program lead form.

1.2.2 Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program.

For the activities performed during the month of April, SoCalGas provides information regarding its interactions with the community to facilitate participation in its Low Income Programs. For example, SoCalGas Regional Public Affairs meets with various community groups – both the general population and low-income customers. CARE and ESA Program information is distributed at the events that SoCalGas or its representatives attend. In addition to the ongoing and general outreach in the community, the events listed below represent more of SoCalGas' targeted outreach events.

April 2 – Disability Athletics Faire, Mt. San Antonio College

The Disability Athletics Faire was created to promote physical and socialization opportunities for persons with disabilities. Attendees were encouraged to partake in physical athletic events, such as, swimming, kayaking, goalball, and lawn bowling. SoCalGas sponsored the event and provided the ESA Program and CARE Program information to families who stopped by the booth. There were approximately 200 attendees at the event.

April 9 – Asian American Resource Center Cambodian New Year, San Bernardino

The 2016 Cambodian New Year Celebration was hosted by the Asian-American Resource Center. It was held at the Cambodian Temple in San Bernardino. Unlike other Cambodian New Year Celebrations, admission and parking were free of charge. Most attendees were monolingual Khmer speaking with the majority of them being seniors. SoCalGas sponsored an onsite booth where attendees could learn about ESA Program and CARE Program from two Khmer speaking representative. Attendees could also apply for the programs with the help of the representatives. Approximately 1,000 people attended the day event.

April 7th-10th – California Council of the Blind 2016 State Convention, Alpine

The California Council for the Blind (CCB) hosted the state convention. It is a statewide advocacy organization that works towards improving the quality of life for persons with various degrees of visual impairments. Through the SoCalGas sponsorship, attendees learned about CARE and ESA Program through an audio stream that was played during the convention. Attendees were also given additional information about the ESA Program and CARE Program when they visited the SoCalGas booth. Large print Customer Assistance Program brochures were on display at the booth. Approximately 90 people stopped at the SoCalGas booth throughout the convention.

April 11 – Sixth Avenue Elementary Leukemia and Lymphoma Society Collaborative, Los Angeles

SoCalGas Customer Assistance CARE Program collaborated with the Leukemia and Lymphoma Society. A SoCalGas CARE Program representative was given the opportunity to attend school assemblies where students were educated about blood cancer and also learned about how they could help their household save money through the CARE Program. Children were also taught they could be navigators at home by informing their parents about the CARE Program. Students were given presidential rulers with CARE contact information. They were taught to show the ruler to their parents and educate them about the twenty percent discount. Over 700 students attended the series of assemblies.

April 12 – Department of Public and Social Services, Downey

In efforts to increase CalFresh recipient enrollments, SoCalGas invited the Department of Public Health Social Services leadership team to host their CalFresh workshop at the SoCalGas Energy Resource Center in Downey. The staff members attending the workshop manage CalFresh applications for LA County. The staff members attended this workshop to learn about the new guidelines for the CalFresh application. Our CARE Senior Marketing Advisor gave a presentation to inform the staff on the ESA Program and CARE Program. The staff learned that CalFresh is a categorical eligibility for the CARE Program. SoCalGas also invited staff from EveryoneOn to present information on their low cost Broadband program for low-income

households. Approximately 150 staff members attended the workshop and were given the ESA Program and CARE Program collateral.

April 28 – Los Angeles County Emergency Preparedness Workshop, East Los Angeles

Two SoCalGas Public Affairs Managers were in attendance at the workshop. They presented information on gas safety, the importance of storage for reliability, what to do in case of an emergency, and how attendees could qualify for CARE and ESA Program. Approximately 100 attendees were given program information to take home. The attendees were encouraged to share the program information with friends and family, as they may also qualify for the programs.

1.3 Leveraging Success Evaluation, Including CSD

1.3.1 Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

Pursuant to D.14-08-030, SoCalGas continues to explore opportunities to collaborate with various organizations and key stakeholders, including the California Department of Community Services & Development (CSD), to leverage program collaboration.

In 2016, SoCalGas maintains its water measure leveraging agreements with three investor owned water utilities, each co-funding HE Clothes Washers in addition to the MWD co-funded amounts. SoCalGas' three

water IOU agreements are with Liberty Utilities, formerly Park Water Company,¹ San Gabriel Valley Water Company,² and Fontana Water Company.³ SoCalGas has billed approximately \$168,335 year-to-date related to co-funding activities associated with these water leveraging agreements.

Additionally, SoCalGas Single Point of Contact representatives coordinated with the Los Angeles Department of Water and Power (LADWP), Anaheim Public Utilities, and Riverside Public Utilities. ESA Program coordination with LADWP began in October 2015 with the Housing Authority of the City of Los Angeles (HACLA), a public housing program that provides affordable housing to more than 6,500 low-income families and manages 14 large public housing locations in Los Angeles. Since the inception of this collaborative effort with LADWP, 663 program enrollments have occurred along with 448 homes with the Anaheim Public Utilities, and 81 customers with Riverside Public Utilities

¹ Liberty Utilities, formerly Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems.

² San Gabriel Valley Water Company serves the communities of: Arcadia, Baldwin Park, El Monte, Industry, Irwindale, La Puente, Montebello, Monterey Park, Pico Rivera, Rosemead, San Gabriel, Santa Fe Springs, South El Monte, West Covina, Whittier and unincorporated portions of Los Angeles County, in the communities of Bassett, Hacienda Heights, Los Nietos and South San Gabriel.

³ Fontana Water Company serves the communities of Fontana, Rialto, Rancho Cucamonga, Ontario, and unincorporated areas of San Bernardino County.

SoCalGas and South Coast Air Quality Management District (SCAQMD)⁴ entered into a joint effort, via the ESA Program, to improve indoor air quality. This pilot was completed in February 2016 and over one thousand homes were treated. Measures under this program include identifying homes that are at risk for exposure to high levels of localized criteria pollutants and Diesel Particulate Matter (DPM) emissions, conducting home assessments and weatherizing of homes along the freeway and the intermodal facilities are intended to improve indoor air quality for the residents, and minimize exposure to pollutant.

1.4 Workforce Education & Training

1.4.1 Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SoCalGas continued its internal training programs which contributes to the goals of workforce development. SoCalGas provides two areas of training: (1) Enrollment and Assessment (E&A); and (2) ESA Program Operations. The Year-to-Date results are shown in the following tables.

⁴. South Coast Air Quality Management District (SCAQMD) is the air pollution control agency for all of Orange County and the urban portions of Los Angeles, Riverside and San Bernardino counties. SCAQMD has developed a home weatherization program to reduce residential exposure to criteria pollutants and diesel particulate matter ("DPM") and help reduce energy use.

| SoCalGas Skill-Level Test Results | | | |
|--|-------------|-------|-------|
| | 1st Quarter | April | Total |
| Attended Testing | 56 | 14 | 70 |
| Passed Test | 34 | 10 | 44 |
| Pass Rate | 60% | 71% | 63% |

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 5-day class that reviews the requirements for enrollment, assessment and in-home education.

| SoCalGas Enrollment and Assessment Training | | | |
|--|-------------|-------|--------|
| | 1st Quarter | April | Totals |
| Attended Class | 60 | 19 | 79 |
| Tested | 55 | 19 | 74 |
| Passed Class | 49 | 16 | 65 |
| Badged | 7 | 3 | 10 |
| Census Attendees | 0 | 0 | 0 |
| Retention Rate* | 89% | 84% | 83% |
| *Retention Rate is Passed/Tested | | | |

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 10. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2015.

| Class Type | 1st Quarter | | April | | YTD Total | |
|--------------------|--------------------|-----------------|----------------|-----------------|------------------|-----------------|
| | No. of Classes | No. of Students | No. of Classes | No. of Students | No. of Classes | No. of Students |
| Initial | 5 | 7 | 1 | 12 | 6 | 19 |
| Refreshers | 0 | 0 | 0 | 0 | 0 | 0 |
| NGAT 1-Day | 2 | 5 | 1 | 12 | 3 | 17 |
| Grand Total | 7 | 12 | 2 | 24 | 9 | 36 |

2. CARE EXECUTIVE SUMMARY

2.1 CARE Program Summary – April

2.1.1 Please provide CARE program summary costs.

| CARE Budget Categories | Authorized Budget | Actual Expenses to Date | % of Budget Spent |
|---------------------------------------|---------------------|-------------------------|-------------------|
| Outreach | \$1,875,112 | \$1,293,730 | 68.99% |
| Proc., Certification and Verification | \$4,116,124 | \$371,804 | 9.03% |
| Information Tech./Programming | \$1,468,725 | \$142,061 | 9.67% |
| Pilots (1) | \$91,800 | \$45,900 | 50.00% |
| Measurement and Evaluation | \$9,330 | \$0 | 0% |
| Regulatory Compliance | \$121,254 | \$105,547 | 87.05% |
| General Administration | \$471,713 | \$220,635 | 46.77% |
| CPUC Energy Division Staff | \$30,000 | \$12,089 | 40.30% |
| Cooling Centers | N/A | N/A | N/A |
| Total Expenses | \$8,184,057 | \$2,191,766 | 26.78% |
| Subsidies and Benefits | \$65,571,089 | \$43,539,135 | 66.40% |
| Total Program Costs and Discounts | \$73,755,145 | \$45,730,901 | 62.00% |

* Pursuant to D.15-12-024, budgets have been updated to reflect a Jan 2016 - June 2016 six month bridge year budget equal to 50% of 2015 bridge year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D.14-08-030.

(1) CHANGES Pilot budget contains a 2% increase over the Phase II D.14-08-030 authorized 2014 budget amount of \$180,000 (per D.14-08-030, p. 81). SoCalGas notes that the total 2015 authorized budget number shown in D.14-08-030, Ordering Paragraph 2 does not contain the full escalation amount for Changes Pilot category.

2.1.2 Please provide the CARE program penetration rate to date.

| CARE Penetration | | |
|-----------------------|-----------------------|------------------|
| Participants Enrolled | Eligible Participants | Penetration rate |
| 1,549,272 | 1,907,250 | 81.23% |

2.2 Outreach

2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.2.2.).

CARE Telephone Enrollments and Recertification

CARE Operations sends a hard-copy letter as the customer's recertification date approaches. If the customer does not renew its certification, CARE Operations sends a second hard-copy letter.

In order to reduce the need for such hard-copy letters, CARE Outreach sends an email to those customers with an email address. CARE Outreach launches the campaign several months in advance of the customer's participation renewal (i.e., recertification) date. This email directs the customer to renew by means of an online form. In the month of April, SoCalGas sent the recertification reminder email to approximately 13,782 CARE customers whose renewal date was approaching. During April, 1,537 customers renewed their eligibility on-line.

CARE Web Activity & Enrollments

SoCalGas references its website in nearly all communications. Due to the increase in number of customers with an available email address on file, SoCalGas uses email communication whenever possible.

During April, SoCalGas sent 8,715 emails to new customers. SoCalGas also sent 106,751 emails to existing customers that are likely to be eligible for the

CARE Program. SoCalGas received 5,938 online applications in the month of April. These applications resulted in 1,537 new enrollments.

CARE Third-Party Enrollments & Outreach

SoCalGas employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. These canvassers are bilingual (English and Spanish), 2,787 customers were approved for enrollment into the CARE Program in the month of April.

In addition to canvassers, Community-Based Organizations (CBOs) and Faith-Based Organizations (FBOs) constitute a key component of the grassroots tactics. These organizations serve as trusted sources of information on the CARE Program, and provide the community with information on enrollment. If a customer is already on the CARE Program, these organizations remind customers to recertify when notified. A partial list of the organizations, the county and community they serve, and the primary focus of these organizations follows.

211 LA County is a multilingual referral phone number for Los Angeles County. As a result of SoCalGas' close working relationship with 211, callers learn about the CARE and ESA Program when they are placed on hold, and representatives are trained to follow up with callers on these programs, even if utility assistance was not the original purpose of the call. The organization provides monthly reporting on the categories of service calls and zip codes of the callers. 211 LA

County is emphasizing assistance to Veterans in its monthly tracking reports. Based on these reports, Veterans' primary concerns seem to be employment and health care, but 211 also refers those callers to SoCalGas assistance programs where appropriate. In addition to operating a crisis-information helpline, 211 also attends community events, and as part of their relationship with SoCalGas, they discuss low-income programs as part of their outreach. In the month of April, 2,869 people called 211 with questions regarding Utility Assistance. Of those, 1,374 were SoCalGas referrals for the CARE Program, and 74 showed interest in the ESA Program. In the month of April, 211 LA County attended 13 community events where they promoted the ESA Program and CARE Program.

To assist with grassroots outreach in the Pico Union and Westlake Communities of Los Angeles County, SoCalGas works with LIFT LA/Magnolia. Counselors receive regular briefings and materials from SoCalGas. The counselors provide one-on-one counseling to low-income families.

In efforts to reach low-income seniors, SoCalGas works with both Saint Vincent Meals on Wheels (SVMOW) and Saint Barnabas Senior Services (SBSS). SVMOW will resume distributing printed information regarding the SoCalGas Customer Programs. SoCalGas coordinated with SBSS efforts for senior citizen computer literacy to communicate information on its low-income programs. SoCalGas continues to work with Los Angeles Opportunities Industrialization Centers (OIC) (in conjunction with the Los Angeles Public Libraries) to inform

students and families in low-income areas about the CARE Program. CARE Outreach sponsors library workshops that include computer training in low-income neighborhoods. Because of SoCalGas' and Los Angeles OIC's mutual interest in bridging the digital divide, the library workshops weave the SoCalGas.com website and sections on customer assistance and CARE into the computer orientation. SoCalGas sponsors six library workshops per month. Spanish is the primary language in the neighborhood, the workshops are conducted in that language. The particular library branches chosen for the workshops are part of a periodic discussion between Los Angeles OIC and SoCalGas.

SoCalGas also works with counselors from Worksite Wellness, a CBO that provides outreach to low-income working families. These counselors visit workplaces in south Los Angeles and neighboring communities. While informing workers of Medi-CAL eligibility, the counselors also inform the workers of the CARE Program.

SoCalGas continued its relationship with Breathe LA, a grassroots organization that conducts small workshops in vulnerable communities throughout Los Angeles. Although their primary message concerns air quality and lung conditions, they discussed with SoCalGas the overlap of economic and environmental challenges that vulnerable communities face. As a result, their curriculum and small workshops include not only lung information, but

information on SoCalGas' low-income programs. The Breathe LA Representatives are bilingual (Spanish/English) and explain the programs in small workshops and distribute applications. They also elicit customer feedback on the programs. The ESA Program is an important component of this training because customers that live in freeway corridors and environmental risk zones are becoming more aware of the advantages of weatherizing a home not only for energy efficiency, but for air quality as well.

SoCalGas also has a partnership with the Mexican American Opportunity Fund (MAOF). MAOF is a social services agency that was founded in 1963. It is committed to improving the socio-economic status of Californians through early child education, child care, youth services, job skills training, financial management, immigration services, and senior services. MAOF preschools and head start programs in Santa Ana, Santa Paula, and Huntington Park are educating parents on CARE and Customer Assistance Programs at their monthly meetings, and provide brochures at their centers on an ongoing basis.

As part of an intensive outreach campaign in Orange County, SoCalGas has also engaged in collaborative work with the Orange County Asian and Pacific Islander Community Alliance (OCAPICA) and Grandma's House of Hope. Both organizations work with underserved populations in Orange County. Based on the framework of collaboration, these organizations will work as trusted organizations in the community that extend awareness of low-income programs,

remind customers to recertify, and provide grassroots feedback to SoCalGas' outreach efforts.

SoCalGas continues to work with Catholic Charities of Orange County, which hosts CalFresh workshops where SoCalGas distributes materials on its low-income programs. SoCalGas sponsors the monthly CalFresh workshops that Catholic Charities offers. Community members learn about CalFresh and receive assistance in signing up for the program. Because CalFresh is one of the programs that results in CARE and ESA Program enrollment through Categorical Eligibility, SoCalGas attends the event with a bilingual colleague to answer questions and assist in the enrollment process.

SoCalGas strengthened its relationship with 211 Orange County (211 OC) by sponsoring a 211 OC Veterans' Portal. The portal launched in November 2015. The driver for the website/portal was to develop a mechanism to assist Orange County's veterans, especially its low-income veterans, to learn about access services. SoCalGas' low-income programs will be prominent parts of the portal. When arriving to the Veteran's Portal, users can click on the SoCalGas logo, which redirects them to the assistance programs page. From there, readers can learn of the different benefits the programs have to offer.

Abrazar is also one of our CBO networks in Orange County. The organization provides information to low-income residents of the community, especially to

Spanish and Vietnamese speaking residents. As part of the community programs, Abrazar offers computer literacy education.

In Santa Barbara County, SoCalGas continues work with the Santa Barbara Foodbank to extend awareness of the CARE Program. The Santa Barbara Foodbank discusses CARE in conjunction with its CalFresh Outreach. SoCalGas Outreach staff works with the foodbank on a continuing basis, and also looks for scheduled events to provide added emphasis to the ongoing outreach activities.

Also in Santa Barbara County, SoCalGas continues to work with Unity Shoppe, a CBO that serves families, children, seniors, and persons with disabilities. The store-front facility is located in downtown Santa Barbara and serves approximately 17,000 families per year. Each family meets with a counselor; thus, there is an opportunity for one-on-one discussion of low-income programs.

In Ventura County, SoCalGas works closely with Food Share to extend awareness of the CARE Program. Food Share is the foodbank for Oxnard in Ventura County. Food Share is a very prominent grassroots organization for CalFresh Outreach, which is a way of encouraging enrollment in the CARE Program.

Ventura County has a very large population of indigenous speakers (residents who speak neither English nor Spanish, but who speak various indigenous languages, such as Zapoteco or Mixteco). The Mixteco Indigena Community

Organizing Project (MICOP) reports that 20,000 indigenous speakers reside in Ventura County. In order to reach out to these residents and customers, primarily farmworkers and persons with limited English proficiency, SoCalGas has begun to collaborate with MICOP to extend awareness of the CARE Program. MICOP will provide ongoing awareness, and SoCalGas will schedule periodic, sponsored events to highlight the outreach.

CARE Direct Mail Activity and Enrollments

In April, SoCalGas mailed out approximately 19,819 direct mail applications to new customers that were viewed as likely to be eligible for the CARE program. During April, SoCalGas received 8,663 returned direct mail applications; of that amount 6,123 customers were enrolled onto the CARE program.

Because of SoCalGas's ongoing concern with customers that fail to recertify, SoCalGas continue to work with the Behavioral Economists to develop experimental direct mail campaigns to address that issue. The objective has been to improve understanding of what messages motivate customers to recertify for the CARE Program. SoCalGas continues to mail out samples of various messages so that the response rates to these messages can be understood for future marketing efforts.

CARE Bill Inserts

Every year, CARE eligibility guidelines are updated in the month of June. Bill inserts are subsequently sent out to customers to inform them of the updated guidelines. The insert includes a pre-addressed, postage paid application.

During the month of April, 27 of the bill inserts were returned; of that amount 14 customers were enrolled onto the CARE program.

Outreach by Field Employees

Field service employees distributed Customer Assistance Programs flyers to customers when entering customer premises. The latest system-wide distribution of approximately 100,00 flyers to all of the SoCalGas operating bases was completed in the month of February. Throughout the year, CARE Outreach sends out supplemental deliveries to individual bases on an as-requested basis.

CARE Mass Media Campaign

SoCalGas will continue its ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of Customer Assistance Programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. The relationship with Radio Campesina also includes computer training for the low-income community. Radio Campesina owns low-income housing with computers in the common area. The SoCalGas website and the online CARE application are featured parts of the training.

Along with the advertising contract, SoCalGas will pursue its ongoing Spanish-language newspaper ads in Visalia (*Nuestro Tiempo*) and Riverside (*La Prensa Hispana*). In Boyle Heights, SoCalGas sponsors ads with the Casa 0101, a community organization that sponsors theater, youth education, and community engagement. These relationships and advertisements are ongoing.

SoCalGas launched a pilot mass media campaign in January, focusing in Los Angeles, San Bernardino, and Riverside Counties. Results will be reported in future months.

Disability Outreach

SoCalGas has a persistent link on the website of the California Council of the blind. The link takes the visitor to the SoCalGas website, specifically the section on CARE. The SoCalGas website is an ADA compliant website. Customers with visual impairments can use their assistive technology programs to navigate throughout the SoCalGas website as well as our Customer Assistant Program pages.

SoCalGas also has an ongoing relationship with the Westside Center for Independent Living (WCIL). This organization strives to help persons with disabilities to stay in their homes and “live independently,” as part of their assessments and consultations, WCIL discusses and explains SoCalGas’ low-

income programs. In addition, as part of the computer training that this organization provides, the SoCalGas website is used as part of the training; hence, the trainee is guided into learning about programs via visiting the website.

SoCalGas continues to work with Fiesta Educativa, an organization that focuses on helping Latino families that have family members with special needs. This organization performs disability outreach and community events in Los Angeles, Riverside, San Bernardino, and Orange Counties.

In addition, SoCalGas continues to employ a visually impaired employee who serves as a liaison to the community regarding accessibility and low-income programs. The employee attends sessions of small and medium groups, and discusses SoCalGas's low-income programs and the various ways to access information through the website. The employee has also been mentoring a community of college-age Latino students, primarily in Boyle Heights and East Los Angeles regarding assistive technology. In turn, the students have been providing feedback on SoCalGas' assistance programs, and how to continue grassroots efforts to enhance awareness of these programs.

2.2.2 Describe the efforts taken to reach and coordinate the CARE program with other related programs to reach eligible customers.

To ensure new CARE enrollments and to retain customers already participating In CARE, SoCalGas shares customer enrollment information with other utilities such as Southern California Edison and San Diego Gas & Electric. During the month of April, 4,026 customers were enrolled in SoCalGas' CARE Program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas' ESA Program and the Gas Assistance Fund. Intra-utility efforts in April generated 1,893 CARE enrollments.

Coordinating the CARE Program with other related low-income programs not only results in supporting program participation rates, it also helps increase Post Enrollment Verification (PEV) activities when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their "pre-enrollment verification" is used by SoCalGas to meet CARE's PEV requirements. As a result of leveraging activities during April, 237 LIHEAP customers were enrolled in SoCalGas' CARE Program.

2.3 CARE Recertification Complaints

There were three complaints regarding recertification in April.

The SoCalGas CSR wrote, "Customer claims she has been receiving a phone call from SoCalGas every morning for the last two weeks. She said it happened between 7:00 A.M. to 8:00 A.M. She noted that she is pregnant and has a hard time sleeping and the calls are waking her up very early. Upon review of the account, SoCalGas may be calling her about the CARE recertification, a recert letter was mailed out on 04/1/16. The customer requested to stop the calls. The CSR apologized to the customer for the computer glitch and recertified the customer over the phone. The customer appreciate the follow-up and was satisfied with the end result.

The second incident, the CSR reported that the "customer is very unhappy that he received mixed messages from the CARE program to renew when he's already approved." An apology and explanation was provided to the customer along with the explanation that the approval from data sharing was received at the same time that a recertification letter was mailed to the customer. The customer was satisfied with the outcome.

In the third recertification complaint, the "customer got a call from us stating that she needs to send back her recert application that we sent her to remain enrolled on the CARE Program. The customer never got a new form to filled out. Please leave a message if no answer and she will return call." The CSR called the customer to verify the customer's mailing address and to clarify any miscommunication. However, it was not determined why the customer did not

receive his application. The customer recertified his eligibility over the phone and was satisfied with the outcome.

3. APPENDIX: ENERGY SAVINGS ASSISTANCE PROGRAM TABLES AND CARE TABLES

ESA Program - Table 1- Program Expenses

ESA Program - Table 2- Program Expenses & Energy Savings by Measures Installed

ESA Program - Table 3- Average Bill Savings per Treated Home

ESA Program - Table 4a- Homes Treated

ESA Program - Table 4b- Homes Unwilling/Unable to Participate

ESA Program - Table 5- Program Customer Summary

ESA Program - Table 6- Expenditures for Pilots and Studies

CARE - Table 1- CARE Overall Program Expenses

CARE - Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE - Table 3a- CARE Post-Enrollment Verification Results (Model)

CARE - Table 3b- CARE Post-Enrollment Verification Results (High Usage)

CARE - Table 4- Self Certification and Re-Certification

CARE - Table 5- Enrollment by County

CARE - Table 6- Recertification Results

CARE - Table 7- Capitation Contractors

CARE - Table 8- Participants as of Month End

CARE - Table 9- Expenditures for the CHANGES Pilot

CARE - Table 10- CHANGES Individual Customer Assistance

CARE - Table 11- CHANGES Group Customer Assistance

| | | | | | | | | | | | | | |
|----|--|--------------------------------|---------------|---------------|-------------------------------------|--------------|--------------|------------------------------------|---------------|---------------|-----------------------|--------|--------|
| | A | B | C | D | E | F | G | H | I | J | K | L | M |
| 1 | Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses | | | | | | | | | | | | |
| 2 | Southern California Gas Company | | | | | | | | | | | | |
| 3 | April 2016 | | | | | | | | | | | | |
| 4 | | Authorized Budget ¹ | | | Current Month Expenses ² | | | Year to Date Expenses ² | | | % of Budget Spent YTD | | |
| 5 | ESA Program: | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| 6 | Energy Efficiency | | | | | | | | | | | | |
| 7 | Appliances | N/A | \$ 8,892,575 | \$ 8,892,575 | N/A | \$ (514,402) | \$ (514,402) | N/A | \$ 1,497,238 | \$ 1,497,238 | N/A | 16.84% | 16.84% |
| 8 | Domestic Hot Water | N/A | \$ 8,421,687 | \$ 8,421,687 | N/A | \$ 21,880 | \$ 21,880 | N/A | \$ 2,211,861 | \$ 2,211,861 | N/A | 26.26% | 26.26% |
| 9 | Enclosure | N/A | \$ 20,991,878 | \$ 20,991,878 | N/A | \$ (133,353) | \$ (133,353) | N/A | \$ 4,102,346 | \$ 4,102,346 | N/A | 19.54% | 19.54% |
| 10 | HVAC | N/A | \$ 9,605,443 | \$ 9,605,443 | N/A | \$ 21,035 | \$ 21,035 | N/A | \$ 1,990,900 | \$ 1,990,900 | N/A | 20.73% | 20.73% |
| 11 | Maintenance | N/A | \$ 1,064,423 | \$ 1,064,423 | N/A | \$ (134,090) | \$ (134,090) | N/A | \$ 292,300 | \$ 292,300 | N/A | 27.46% | 27.46% |
| 12 | Lighting | N/A | \$ - | \$ - | N/A | | \$ - | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| 13 | Miscellaneous | N/A | \$ - | \$ - | N/A | | \$ - | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| 14 | Customer Enrollment | N/A | \$ 10,417,177 | \$ 10,417,177 | N/A | \$ 501,253 | \$ 501,253 | N/A | \$ 2,600,840 | \$ 2,600,840 | N/A | 24.97% | 24.97% |
| 15 | In Home Education | N/A | \$ 1,265,596 | \$ 1,265,596 | N/A | \$ (18,025) | \$ (18,025) | N/A | \$ 176,845 | \$ 176,845 | N/A | 13.97% | 13.97% |
| 16 | Pilot | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| 17 | Energy Efficiency TOTAL | N/A | \$ 60,658,779 | \$ 60,658,779 | N/A | \$ (255,703) | \$ (255,703) | N/A | \$ 12,872,330 | \$ 12,872,330 | N/A | 21.22% | 21.22% |
| 18 | | | | | | | | | | | | | |
| 19 | Training Center | N/A | \$ 340,553 | \$ 340,553 | N/A | \$ 36,044 | \$ 36,044 | N/A | \$ 94,822 | \$ 94,822 | N/A | 27.84% | 27.84% |
| 20 | Inspections | N/A | \$ 1,680,526 | \$ 1,680,526 | N/A | \$ (30,019) | \$ (30,019) | N/A | \$ 347,096 | \$ 347,096 | N/A | 20.65% | 20.65% |
| 21 | Marketing and Outreach | N/A | \$ 599,218 | \$ 599,218 | N/A | \$ 116,081 | \$ 116,081 | N/A | \$ 333,090 | \$ 333,090 | N/A | 55.59% | 55.59% |
| 22 | Statewide Marketing Education and Outreach | N/A | \$ 50,000 | \$ 50,000 | N/A | | \$ - | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| 23 | Measurement and Evaluation Studies | N/A | \$ 45,834 | \$ 45,834 | N/A | | \$ - | N/A | \$ - | \$ - | N/A | 0.00% | 0.00% |
| 24 | Regulatory Compliance | N/A | \$ 147,667 | \$ 147,667 | N/A | \$ 25,473 | \$ 25,473 | N/A | \$ 95,027 | \$ 95,027 | N/A | 64.35% | 64.35% |
| 25 | General Administration | N/A | \$ 2,643,021 | \$ 2,643,021 | N/A | \$ 430,600 | \$ 430,600 | N/A | \$ 1,316,499 | \$ 1,316,499 | N/A | 49.81% | 49.81% |
| 26 | CPUC Energy Division | N/A | \$ 43,000 | \$ 43,000 | N/A | \$ 1,611 | \$ 1,611 | N/A | \$ 5,181 | \$ 5,181 | N/A | 12.05% | 12.05% |
| 27 | | | | | | | | | | | | | |
| 28 | TOTAL PROGRAM COSTS | N/A | \$ 66,208,595 | \$ 66,208,595 | N/A | \$ 324,087 | \$ 324,087 | N/A | \$ 15,064,046 | \$ 15,064,046 | N/A | 22.75% | 22.75% |
| 29 | Funded Outside of ESA Program Budget | | | | | | | | | | | | |
| 30 | Indirect Costs | | | | N/A | \$ 162,739 | \$ 162,739 | N/A | \$ 644,873 | \$ 644,873 | | | |
| 31 | NGAT Costs | | | | | \$ 10,225 | \$ 10,225 | | \$ 369,936 | \$ 369,936 | | | |
| 32 | | | | | | | | | | | | | |
| 33 | 1 Pursuant to D.15-12-024, budgets have been updated to reflect a Jan 2016 - June 2016 six month bridge year budget equal to 50% of 2015 bridge year budget, which was based of the Phase II Decision authorized | | | | | | | | | | | | |
| 34 | 2014 budget amounts per D.14-08-030. Does not include funds shifted from previous years and/or prior program cycles, but includes 50% of \$1,046,575 in the Appliance category related to Phase II authorized | | | | | | | | | | | | |
| 35 | Carry Back Funding line item amount allocated as such. | | | | | | | | | | | | |
| 36 | 2 Current month and YTD expenditures include a quarterly accounting reversal of (\$5,631,581.04) in the following reporting categories: Appliances (\$765,750.00), Domestic Hot Water (\$993,398.28), | | | | | | | | | | | | |
| 37 | Enclosure (\$1,993,339.99), HVAC (\$727,476.50), Maintenance (\$266,653.73), Customer Enrollment (\$655,352.89), In Home Energy Education (\$90,435.00), Inspections (\$139,174.65). | | | | | | | | | | | | |
| 38 | Note: In January 2016, a manual adjustment was made to exclude a net accrual/reversal credit amount of (\$583,525.66) for contractor costs related to 2015 activities. This amount is being reflected | | | | | | | | | | | | |
| 39 | and incorporated as part of the 2015 costs in the annual report. | | | | | | | | | | | | |
| 40 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | | | | |

| | A | B | C | D | E | F | G | H |
|----|---|-------|--|---------------------------|--------------------------|-----------------|----------------------------|------------------|
| 1 | Energy Savings Assistance Program Table 2 | | | | | | | |
| 2 | Program Expenses & Energy Savings by Measures Installed | | | | | | | |
| 3 | Southern California Gas Company | | | | | | | |
| 4 | April 2016 | | | | | | | |
| 5 | | | Year-To-Date Completed & Expensed Installation | | | | | |
| 6 | Measures | Units | Quantity Installed | kWh ¹ (Annual) | kW ² (Annual) | Therms (Annual) | Expenses ³ (\$) | % of Expenditure |
| 7 | Appliances | | | | | | | |
| 8 | High Efficiency Clothes Washer | Each | 2,334 | | | 72,354 | 1,813,759 | 14.07% |
| 9 | Refrigerators | Each | | | | | | |
| 10 | Microwaves ⁴ | Each | | | | | | |
| 11 | Domestic Hot Water | | | | | | | |
| 12 | Water Heater Blanket | Home | 570 | | | 2,634 | 31,054 | 0.24% |
| 13 | Low Flow Shower Head | Home | 15,251 | | | 23,415 | 664,560 | 5.16% |
| 14 | Water Heater Pipe Insulation | Home | 365 | | | 587 | 7,668 | 0.06% |
| 15 | Faucet Aerator | Home | 14,669 | | | 37,429 | 209,786 | 1.63% |
| 16 | Water Heater Repair/Replacement | Each | 818 | | | 3,542 | 344,086 | 2.67% |
| 17 | Thermostatic Shower Valve | Each | 19,378 | | | 37,012 | 825,215 | 6.40% |
| 18 | Enclosure | | | | | | | |
| 19 | Air Sealing / Envelope ¹ | Home | 12,110 | | | 45,860 | 2,960,546 | 22.97% |
| 20 | Attic Insulation | Home | 926 | | | 26,980 | 1,155,196 | 8.96% |
| 21 | HVAC | | | | | | | |
| 22 | FAU Standing Pilot Conversion | Each | 31 | | | 1,302 | 4,287 | 0.03% |
| 23 | Furnace Repair/Replacement | Each | 1,676 | | | 0 | 1,736,603 | 13.47% |
| 24 | Room A/C Replacement | Each | | | | | | |
| 25 | Central A/C replacement | Each | | | | | | |
| 26 | Heat Pump Replacement | Each | | | | | | |
| 27 | Evaporative Cooler (Replacement) | Each | | | | | | |
| 28 | Evaporative Cooler (Installation) | Each | | | | | | |
| 29 | Duct Testing and Sealing | Home | 313 | | | 4,127 | 260,410 | 2.02% |
| 30 | Maintenance | | | | | | | |
| 31 | Furnace Clean and Tune | Home | 5,232 | | | 42,133 | 292,300 | 2.27% |
| 32 | Central A/C Tune up | Home | | | | | | |
| 33 | Lighting | | | | | | | |
| 34 | Compact Fluorescent Lights (CFL) | Each | | | | | | |
| 35 | Interior Hard wired CFL fixtures | Each | | | | | | |
| 36 | Exterior Hard wired CFL fixtures | Each | | | | | | |
| 37 | Torchiere | Each | | | | | | |
| 38 | Occupancy Sensor | Each | | | | | | |
| 39 | LED Night Lights | Each | | | | | | |
| 40 | Miscellaneous | | | | | | | |
| 41 | Pool Pumps | Each | | | | | | |
| 42 | Smart Power Strips | Each | | | | | | |
| 43 | New Measures | | | | | | | |
| 44 | | | | | | | | |
| 45 | Pilots | | | | | | | |
| 46 | | | | | | | | |
| 47 | Customer Enrollment | | | | | | | |
| 48 | Outreach & Assessment | Home | 16,617 | | | | 2,428,481 | 18.84% |
| 49 | In-Home Education ⁶ | Home | 10,440 | | | | 155,685 | 1.21% |
| 50 | | | | | | | | |
| 51 | Total Savings/Expenditures | | | | | 297,374 | \$12,889,635 | |
| 52 | | | | | | | | |
| 53 | Households Weatherized ⁷ | | 13,232 | | | | | |
| 54 | | | | | | | | |
| 55 | Households Treated | | | | | | | |
| 56 | - Single Family Households Treated | Home | 11,254 | | | | | |
| 57 | - Multi-family Households Treated | Home | 4,389 | | | | | |
| 58 | - Mobile Homes Treated | Home | 974 | | | | | |
| 59 | Total Number of Households Treated | Home | 16,617 | | | | | |
| 60 | # Eligible Households to be Treated for PY ⁸ | Home | 136,836 | | | | | |
| 61 | % of Households Treated | % | 12% | | | | | |
| 62 | - Master-Meter Households Treated | Home | 2,164 | | | | | |
| 63 | | | | | | | | |
| 64 | ¹ All savings are calculated based on the following sources: | | | | | | | |
| 65 | ECONorthwest. "Impact Evaluation of the 2011 CA Low Income Energy Efficiency Program, Final Report." | | | | | | | |
| 66 | ² Costs exclude support costs that are included in Table 1. | | | | | | | |
| 67 | ³ The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's. | | | | | | | |
| 68 | ⁴ Microwave savings are from ECONorthWest Studies received in December of 2011. | | | | | | | |
| 69 | ⁵ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty. | | | | | | | |
| 70 | ⁶ SoCalGas notes that energy education for certain dwellings is provided by ESA Program of overlapping electric utility provider, and are thus not reflected in SoCalGas figures. | | | | | | | |
| 71 | ⁷ Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs. | | | | | | | |
| 72 | ⁸ Based on Attachment H of D.12-08-044. | | | | | | | |
| 73 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | |

| | A | B |
|----|---|-----------|
| 1 | Energy Savings Assistance Program Table 3 - Average Bill Savings per Treated Home Southern California Gas Company April 2016 | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | Annual kWh Savings | N/A |
| 6 | Annual Therm Savings | 297,374 |
| 7 | Lifecycle kWh Savings | N/A |
| 8 | Lifecycle Therm Savings | 2,431,885 |
| 9 | Current kWh Rate | N/A |
| 10 | Current Therm Rate | 0.57 |
| 11 | Number of Treated Households | 16,617 |
| 12 | Average 1st Year Bill Savings / Treated households | 11.17 |
| 13 | Average Lifecycle Bill Savings / Treated Household | 101.28 |
| 14 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | |
| 15 | | |

| | | | | | | | |
|----|--|---------------------|------------------|------------------|------------------------|---------------|---------------|
| | A | B | C | D | E | F | G |
| 1 | Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program Homes Treated Southern California Gas Company April 2016 | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | County | Eligible Households | | | Households Treated YTD | | |
| 5 | | Rural | Urban | Total | Rural | Urban | Total |
| 6 | Fresno | 21 | 11,712 | 11,733 | 5 | 69 | 74 |
| 7 | Imperial | 18,396 | 1 | 18,397 | 345 | 2 | 347 |
| 8 | Kern | 30,039 | 13,808 | 43,847 | 380 | 86 | 466 |
| 9 | Kings | 15,625 | 16 | 15,641 | 263 | 0 | 263 |
| 10 | Los Angeles | 2,784 | 1,160,996 | 1,163,780 | 184 | 7,869 | 8,053 |
| 11 | Orange | 7 | 256,213 | 256,220 | 0 | 1,354 | 1,354 |
| 12 | Riverside | 143,257 | 119,834 | 263,091 | 274 | 2,450 | 2,724 |
| 13 | San Bernardino | 1,046 | 184,141 | 185,187 | 37 | 2,025 | 2,062 |
| 14 | San Luis Obispo | 19,009 | 11,100 | 30,109 | 209 | 0 | 209 |
| 15 | Santa Barbara | 1,313 | 43,130 | 44,443 | 121 | 140 | 261 |
| 16 | Tulare | 50,779 | 12,142 | 62,921 | 296 | 175 | 471 |
| 17 | Ventura | 2,396 | 60,358 | 62,754 | 127 | 206 | 333 |
| 18 | Total | 284,672 | 1,873,451 | 2,158,123 | 2,241 | 14,376 | 16,617 |
| 19 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | |
| 20 | | | | | | | |
| 21 | | | | | | | |
| 22 | | | | | | | |

| | | | | | | | | | |
|----|--|---|--|--|--------------------------------------|--|---|--|-------|
| | A | B | C | D | E | F | G | H | I |
| 1 | Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate Southern California Gas Company April 2016 | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | Reason Provided | | | | | | | | |
| | | Customer Declined Program Measures or is Non-Responsive | Customer Unavailable - Scheduling Conflicts | Hazardous Environment (unsafe/unclean) | Insufficient feasible Measures | Ineligible Dwelling - Prior Program Participation | Household Income Exceeds Allowable Limits | Unable to Provide Required Documentation | Other |
| 6 | County | | | | | | | | |
| 7 | Fresno | 5 | 23 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | Imperial | 316 | 25 | 0 | 15 | 0 | 45 | 2 | 7 |
| 9 | Kern | 74 | 56 | 0 | 0 | 0 | 1 | 0 | 1 |
| 10 | Kings | 8 | 24 | 0 | 0 | 0 | 4 | 0 | 0 |
| 11 | Los Angeles | 1,181 | 851 | 0 | 36 | 15 | 152 | 119 | 52 |
| 12 | Orange | 348 | 92 | 0 | 22 | 13 | 71 | 44 | 9 |
| 13 | Riverside | 918 | 222 | 0 | 10 | 2 | 246 | 38 | 99 |
| 14 | San Bernardino | 541 | 197 | 0 | 4 | 0 | 64 | 30 | 38 |
| 15 | San Luis Obispo | 19 | 35 | 0 | 4 | 0 | 7 | 0 | 2 |
| 16 | Santa Barbara | 4 | 21 | 0 | 1 | 0 | 2 | 0 | 0 |
| 17 | Tulare | 47 | 112 | 0 | 0 | 1 | 0 | 0 | 1 |
| 18 | Ventura | 63 | 56 | 0 | 0 | 19 | 6 | 0 | 2 |
| 19 | Total | 3,524 | 1,714 | - | 92 | 50 | 598 | 233 | 211 |
| 20 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q |
|----|--|---------------------------------|----------|-----|----|---------------------------------|----------|-----|----|---------------------------------|----------|-----|----|---------------------------------|----------|-----|----|
| 1 | Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary | | | | | | | | | | | | | | | | |
| 2 | Southern California Gas Company | | | | | | | | | | | | | | | | |
| 3 | April 2016 | | | | | | | | | | | | | | | | |
| 4 | | Gas & Electric | | | | Gas Only | | | | Electric Only | | | | Total | | | |
| 5 | | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | | # of Household Treated by Month | (Annual) | | |
| 6 | | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW | | Therm | kWh | kW |
| 7 | 2016 | January | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | February | 4,307 | 87,864 | 0 | 0 | 4,307 | 87,864 | 0 | 0 | 0 | 0 | 0 | 0 | 4,307 | 87,864 | 0 | 0 |
| 9 | March | 5,056 | 95,622 | 0 | 0 | 5,056 | 95,622 | 0 | 0 | 0 | 0 | 0 | 0 | 5,056 | 95,622 | 0 | 0 |
| 10 | April | 7,254 | 113,888 | 0 | 0 | 7,254 | 113,888 | 0 | 0 | 0 | 0 | 0 | 0 | 7,254 | | 0 | 0 |
| 11 | May | | | | | | | | | | | | | | | | |
| 12 | June | | | | | | | | | | | | | | | | |
| 13 | July | | | | | | | | | | | | | | | | |
| 14 | August | | | | | | | | | | | | | | | | |
| 15 | September | | | | | | | | | | | | | | | | |
| 16 | October | | | | | | | | | | | | | | | | |
| 17 | November | | | | | | | | | | | | | | | | |
| 18 | December | | | | | | | | | | | | | | | | |
| 19 | Total | 16,617 | 297,374 | 0 | 0 | 16,617 | 297,374 | 0 | 0 | 0 | 0 | 0 | 0 | 16,617 | 183,486 | 0 | 0 |
| 20 | | | | | | | | | | | | | | | | | |
| 21 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | |
|----|--|---------------------------------------|------|-------|------------------------|-------------|-------------|-----------------------------|-------------|-------------|-----------------------------|-----|-------|
| | A | B | C | D | E | F | G | H | I | J | K | L | M |
| 1 | Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies | | | | | | | | | | | | |
| 2 | Southern California Gas Company | | | | | | | | | | | | |
| 3 | April 2016 | | | | | | | | | | | | |
| 4 | | Authorized 3-Year Budget ¹ | | | Current Month Expenses | | | Expenses Since Jan. 1, 2015 | | | % of 3-Year Budget Expended | | |
| 5 | | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| 6 | Pilots | | | | | | | | | | | | |
| 7 | none | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | - | - |
| 8 | Studies | | | | | | | | | | | | |
| 9 | Impact Evaluation | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | - | - |
| 10 | Needs Assessment | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | - | - |
| 11 | Energy Education | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | - | - |
| 12 | Multifamily | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | - | - |
| 13 | Total Studies | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | \$ - | \$ - | N/A | - | - |
| 14 | | | | | | | | | | | | | |
| 15 | ¹ The Measurement & Evaluation Studies budget of \$45,834 shown in ESA table 1 is a placeholder budget based on adopted 2014 budget. Currently, no budget has been determined and allocated to specific M&E studies for 2016 bridge budget. | | | | | | | | | | | | |
| 16 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | | | | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M |
|----|---|--------------------------------|---------------|---------------|------------------------|--------------|--------------|-----------------------|---------------|---------------|-----------------------|--------|--------|
| 1 | CARE Table 1 - CARE Program Expenses | | | | | | | | | | | | |
| 2 | Southern California Gas Company | | | | | | | | | | | | |
| 3 | April 2016 | | | | | | | | | | | | |
| 4 | | Authorized Budget ¹ | | | Current Month Expenses | | | Year to Date Expenses | | | % of Budget Spent YTD | | |
| 5 | CARE Program: | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total | Electric | Gas | Total |
| 6 | Outreach | \$ - | \$ 1,875,112 | \$ 1,875,112 | \$ - | \$ 241,096 | \$ 241,096 | \$ - | \$ 1,293,730 | \$ 1,293,730 | N/A | 68.99% | 68.99% |
| 7 | Processing / Certification Re-certification | \$ - | \$ 2,244,124 | \$ 2,244,124 | \$ - | \$ 87,767 | \$ 87,767 | \$ - | \$ 313,496 | \$ 313,496 | N/A | 13.97% | 13.97% |
| 8 | Post Enrollment Verification | \$ - | \$ 1,872,000 | \$ 1,872,000 | \$ - | \$ 17,524 | \$ 17,524 | \$ - | \$ 58,307 | \$ 58,307 | N/A | 3.11% | 3.11% |
| 9 | IT Programming | \$ - | \$ 1,468,725 | \$ 1,468,725 | \$ - | \$ 45,894 | \$ 45,894 | \$ - | \$ 142,061 | \$ 142,061 | N/A | 9.67% | 9.67% |
| 10 | Cooling Centers | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | N/A | 0.00% | 0.00% |
| 11 | | | | | | | | | | | | | |
| 12 | Pilots ² | \$ - | \$ 91,800 | \$ 91,800 | \$ - | \$ - | \$ - | \$ - | \$ 45,900 | \$ 45,900 | N/A | 50.00% | 50.00% |
| 13 | | | | | | | | | | | | | |
| 14 | Measurement and Evaluation | \$ - | \$ 9,330 | \$ 9,330 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | N/A | 0.00% | 0.00% |
| 15 | Regulatory Compliance | \$ - | \$ 121,254 | \$ 121,254 | \$ - | \$ 26,739 | \$ 26,739 | \$ - | \$ 105,547 | \$ 105,547 | N/A | 87.05% | 87.05% |
| 16 | General Administration | \$ - | \$ 471,713 | \$ 471,713 | \$ - | \$ 65,932 | \$ 65,932 | \$ - | \$ 220,635 | \$ 220,635 | N/A | 46.77% | 46.77% |
| 17 | CPUC Energy Division | \$ - | \$ 30,000 | \$ 30,000 | \$ - | \$ 3,759 | \$ 3,759 | \$ - | \$ 12,089 | \$ 12,089 | N/A | 40.30% | 40.30% |
| 18 | | | | | | | | | | | | | |
| 19 | SUBTOTAL MANAGEMENT COSTS | \$ - | \$ 8,184,057 | \$ 8,184,057 | \$ - | \$ 488,711 | \$ 488,711 | \$ - | \$ 2,191,766 | \$ 2,191,766 | N/A | 26.78% | 26.78% |
| 20 | | | | | | | | | | | | | |
| 21 | CARE Rate Discount | \$ - | \$ 65,571,089 | \$ 65,571,089 | \$ - | \$ 7,010,876 | \$ 7,010,876 | \$ - | \$ 43,539,135 | \$ 43,539,135 | N/A | 66.40% | 66.40% |
| 22 | | | | | | | | | | | | | |
| 23 | TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS | \$ - | \$ 73,755,145 | \$ 73,755,145 | \$ - | \$ 7,499,587 | \$ 7,499,587 | \$ - | \$ 45,730,901 | \$ 45,730,901 | N/A | 62.00% | 62.00% |
| 24 | | | | | | | | | | | | | |
| 25 | Other CARE Rate Benefits | | | | | | | | | | | | |
| 26 | - DWR Bond Charge | | | | | | | | | | | | |
| 27 | - CARE PPP Exemption | | | | \$ - | \$ 899,784 | \$ 899,784 | \$ - | \$ 5,552,047 | \$ 5,552,047 | | | |
| 28 | - California Solar Initiative | | | | | | | | | | | | |
| 29 | - kWh Surcharge Exemption | | | | | | | | | | | | |
| 30 | Total Other CARE Rate | | | | \$ - | \$ 899,784 | \$ 899,784 | \$ - | \$ 5,552,047 | \$ 5,552,047 | | | |
| 31 | | | | | | | | | | | | | |
| 32 | Indirect Costs | | | | \$ - | \$ 124,175 | \$ 124,175 | \$ - | \$ 365,425 | \$ 365,425 | | | |
| 33 | | | | | | | | | | | | | |
| 34 | ¹ Pursuant to D.15-12-024, budgets have been updated to reflect a Jan 2016 - June 2016 six month bridge year budget equal to 50% of 2015 bridge year budget, which was based of the Phase II Decision authorized 2014 budget amounts per D. 14-08-030. | | | | | | | | | | | | |
| 35 | ² Changes Pilot budget contains a 2% increase over the Phase II D.14-08-030 authorized 2014 budget amount of \$180,000 (per D.14-08-030 pg 81), and 50% applied to align with D.15-12-024 stated in footnote 1. Also, note total 2015 authorized budget number in the D.14-08-030 OP 2 may not reflect the correct escalation amount for Changes Pilot category. | | | | | | | | | | | | |
| 36 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | | | | |

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | |
|----|--|----------------------------|----------------------------|-------------------------|------------------|--|--------|-------|------------------|------------|------------------------------|-----------|----------------------------|-----------|-------------------------------|-----------------------|------------|------------------------|------------|---------------------------|-------------------------|-------------------------|--------------------------|-------------|--------------------|--------|
| 1 | CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Southern California Gas Company | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | April 2016 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | | New Enrollment | | | | | | | | | Recertification | | | | Attrition (Drop Offs) | | | | Enrollment | | Total CARE Participants | Estimated CARE Eligible | Penetration Rate % (W/X) | | | |
| 5 | | Automatic Enrollment | | | | Self-Certification (Income or Categorical) | | | | Capitation | Total New Enrollment (E+I+J) | Scheduled | Non-Scheduled (Duplicates) | Automatic | Total Recertification (L+M+N) | No Response to Recert | Failed PEV | Failed Recertification | Other | Total Attrition (P+Q+R+S) | | | | Gross (K+O) | Net Adjusted (K-T) | |
| 6 | 2016 | Inter-Utility ¹ | Intra-Utility ² | Leveraging ³ | Combined (B+C+D) | Online | Paper | Phone | Combined (F+G+H) | | | | | | | | | | | | | | | | | |
| 7 | January | 6,758 | 1,714 | 128 | 8,600 | 1,632 | 5,526 | 726 | 7,884 | 0 | 16,484 | 10,336 | 10,457 | 18,476 | 39,269 | 11,744 | 3,845 | | 205 | 12,473 | 28,267 | 55,753 | -11,783 | 1,545,123 | 1,905,617 | 81.08% |
| 8 | February | 4,475 | 1,787 | 165 | 6,427 | 2,776 | 7,238 | 1019 | 11,033 | 0 | 17,460 | 18,060 | 10,348 | 25,172 | 53,580 | 3,416 | 1,326 | | 435 | 3,395 | 8,572 | 71,040 | 8,888 | 1,554,011 | 1,905,617 | 81.55% |
| 9 | March | 3,963 | 2,323 | 185 | 6,471 | 2,798 | 12,671 | 561 | 16,030 | 1 | 22,502 | 11,784 | 16,734 | 19,123 | 47,641 | 1,932 | 1,180 | | 494 | 12,674 | 16,280 | 70,143 | 6,222 | 1,560,233 | 1,905,617 | 81.88% |
| 10 | April | 4,026 | 1,893 | 237 | 6,156 | 2,108 | 15,304 | 479 | 17,891 | 0 | 24,047 | 9,124 | 16,167 | 18,620 | 43,911 | 23,506 | 825 | | 362 | 10,315 | 35,008 | 67,958 | -10,961 | 1,549,272 | 1,907,250 | 81.23% |
| 11 | May | | | | | | | | | | | | | | | | | | | | | | | | | |
| 12 | June | | | | | | | | | | | | | | | | | | | | | | | | | |
| 13 | July | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14 | August | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15 | September | | | | | | | | | | | | | | | | | | | | | | | | | |
| 16 | October | | | | | | | | | | | | | | | | | | | | | | | | | |
| 17 | November | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18 | December | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19 | Total for 2016 | 19,222 | 7,717 | 715 | 27,654 | 9,314 | 40,739 | 2,785 | 52,838 | 1 | 80,493 | 49,304 | 53,706 | 81,391 | 184,401 | 40,598 | 7,176 | | 1,496 | 38,857 | 88,127 | 264,894 | -7,634 | 1,549,272 | 1,907,250 | 81.23% |
| 20 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 21 | ¹ Enrollments via data sharing between the IOUs. | | | | | | | | | | | | | | | | | | | | | | | | | |
| 22 | ² Enrollments via data sharing between departments and/or programs within the utility. | | | | | | | | | | | | | | | | | | | | | | | | | |
| 23 | ³ Enrollments via data sharing with programs outside the IOU that serve low-income customers. | | | | | | | | | | | | | | | | | | | | | | | | | |
| 24 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | | | |
|----|---|--------------------------------|--------------------------------|--|--|---|---|--|--|
| | A | B | C | D | E | F | G | H | I |
| 1 | CARE Table 3A - Post-Enrollment Verification Results (Model) Southern California Gas Company April 2016 | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| | | | | | | | | | |
| 4 | 2016 | Total CARE Households Enrolled | Households Requested to Verify | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) ¹ | Total Households De-enrolled ² | % De-enrolled through Post Enrollment Verification | % of Total CARE Households De-enrolled |
| 5 | January | 1,545,123 | 2,790 | 0.18% | 410 | 135 | 545 | 20% | 0.04% |
| 6 | February | 1,554,011 | 1,931 | 0.12% | 9 | 77 | 86 | 4% | 0.01% |
| 7 | March | 1,560,233 | 3,219 | 0.21% | 6 | 33 | 39 | 1% | 0.00% |
| 8 | April | 1,549,272 | 2,729 | 0.18% | 3 | 7 | 10 | 0% | 0.00% |
| 9 | May | | | | | | | | |
| 10 | June | | | | | | | | |
| 11 | July | | | | | | | | |
| 12 | August | | | | | | | | |
| 13 | September | | | | | | | | |
| 14 | October | | | | | | | | |
| 15 | November | | | | | | | | |
| 16 | December | | | | | | | | |
| 17 | YTD Total | 1,549,272 | 10,669 | 0.69% | 428 | 252 | 680 | 6.37% | 0.04% |
| 18 | ¹ Includes customers verified as over income or who requested to be de-enrolled. ² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | |
| 19 | | | | | | | | | |
| 20 | | | | | | | | | |
| 21 | | | | | | | | | |
| 22 | | | | | | | | | |
| 23 | CARE Table 3B Post-Enrollment Verification Results (High Usage) | | | | | | | | |
| 24 | not applicable to SoCalGas | | | | | | | | |
| | | | | | | | | | |
| 25 | 2016 | Total CARE Households Enrolled | Households Requested to Verify | % of CARE Enrolled Requested to Verify Total | CARE Households De-enrolled (Due to no response) | CARE Households De-enrolled (Verified as Ineligible) ¹ | Total Households De-enrolled ² | % De-enrolled through Post Enrollment Verification | % of Total CARE Households De-enrolled |
| 26 | January | | | | | | | | |
| 27 | February | | | | | | | | |
| 28 | March | | | | | | | | |
| 29 | April | | | | | | | | |
| 30 | May | | | | | | | | |
| 31 | June | | | | | | | | |
| 32 | July | | | | | | | | |
| 33 | August | | | | | | | | |
| 34 | September | | | | | | | | |
| 35 | October | | | | | | | | |
| 36 | November | | | | | | | | |
| 37 | December | | | | | | | | |
| 38 | YTD Total | 0 | 0 | 0.00% | 0 | 0 | 0 | 0.00% | 0.00% |
| 39 | ¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled. ² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | |
| 40 | | | | | | | | | |
| 41 | | | | | | | | | |
| 42 | | | | | | | | | |

| | A | B | C | D | E | F | G |
|----|--|------------------------------|-----------------|------------------------------|----------------------------|---|--------------------------------|
| 1 | CARE Table 4 - CARE Self-Certification and Self-Recertification Applications Southern California Gas Company April 2016 | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | Provided ¹ | Received | Approved ² | Denied ³ | Pending/Never Completed ⁴ | Duplicates ⁵ |
| 5 | Total (Y-T-D) | 1,620,792 | 140,170 | 97,924 | 7,748 | 7,870 | 26,628 |
| 6 | Percentage | | 100.00% | 69.86% | 5.53% | 5.61% | 19.00% |
| 7 | | | | | | | |
| 8 | ¹ An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. | | | | | | |
| 9 | ² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. | | | | | | |
| 10 | ³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. | | | | | | |
| 11 | ⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. | | | | | | |
| 12 | ⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. | | | | | | |
| 13 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | |

| | | | | | | | | | | |
|----|--|--------------------|----------------|------------------|--------------------|----------------|------------------|------------------|---------------|---------------|
| | A | B | C | D | E | F | G | H | I | J |
| 1 | CARE Table 5 - Enrollment by County Southern California Gas Company April 2016 | | | | | | | | | |
| 2 | | | | | | | | | | |
| 3 | | | | | | | | | | |
| 4 | County | Estimated Eligible | | | Total Participants | | | Penetration Rate | | |
| 5 | | Urban | Rural | Total | Urban | Rural | Total | Urban | Rural | Total |
| 6 | Fresno | 11,864 | 21 | 11,885 | 10,973 | 20 | 10,993 | 92% | 95% | 92.49% |
| 7 | Imperial | 0 | 17,973 | 17,973 | 1 | 13,894 | 13,895 | N/A | 77% | 77.31% |
| 8 | Kern | 13,154 | 29,673 | 42,827 | 10,012 | 26,496 | 36,508 | 76% | 89% | 85.25% |
| 9 | Kings | 20 | 15,606 | 15,626 | 18 | 13,667 | 13,685 | 90% | 88% | 87.58% |
| 10 | Los Angeles | 995,064 | 2,775 | 997,839 | 829,795 | 1,025 | 830,820 | 83% | 37% | 83.26% |
| 11 | Orange | 213,017 | 7 | 213,024 | 146,178 | 17 | 146,195 | 69% | 243% | 68.63% |
| 12 | Riverside | 111,233 | 133,600 | 244,833 | 87,884 | 111,673 | 199,557 | 79% | 84% | 81.51% |
| 13 | San Bernardino | 174,686 | 1,067 | 175,753 | 152,804 | 817 | 153,621 | 87% | 77% | 87.41% |
| 14 | San Luis Obispo | 9,302 | 17,226 | 26,528 | 3,632 | 11,003 | 14,635 | 39% | 64% | 55.17% |
| 15 | Santa Barbara | 39,389 | 1,297 | 40,686 | 25,979 | 520 | 26,499 | 66% | 40% | 65.13% |
| 16 | Tulare | 11,773 | 47,912 | 59,685 | 11,207 | 46,383 | 57,590 | 95% | 97% | 96.49% |
| 17 | Ventura | 58,396 | 2,195 | 60,591 | 43,920 | 1,354 | 45,274 | 75% | 62% | 74.72% |
| 18 | Total | 1,637,898 | 269,352 | 1,907,250 | 1,322,403 | 226,869 | 1,549,272 | 80.74% | 84.23% | 81.23% |
| 19 | | | | | | | | | | |
| 20 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | | |

| | A | B | C | D | E | F | G | H |
|----|--|-----------------------|-----------------------------------|-----------------------------|------------------------|------------------------|------------------------------|---|
| 1 | CARE Table 6 - Recertification Results Southern California Gas Company April 2016 | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| 4 | 2016 | Total CARE Households | Households Requested to Recertify | % of Households Total (C/B) | Households Recertified | Households De-enrolled | Recertification Rate % (E/C) | % of Total Households De-enrolled (F/B) |
| 5 | January | 1,545,123 | 21,145 | 1.37% | 12,256 | 6,050 | 57.96% | 0.39% |
| 6 | February | 1,554,011 | 26,795 | 1.72% | 13,363 | 398 | 49.87% | 0.03% |
| 7 | March | 1,560,233 | 23,427 | 1.50% | 5,038 | 149 | 21.51% | 0.01% |
| 8 | April | 1,549,272 | 27,724 | 1.79% | 1,954 | 59 | 7.05% | 0.00% |
| 9 | May | | | | | | | |
| 10 | June | | | | | | | |
| 11 | July | | | | | | | |
| 12 | August | | | | | | | |
| 13 | September | | | | | | | |
| 14 | October | | | | | | | |
| 15 | November | | | | | | | |
| 16 | December | | | | | | | |
| 17 | YTD | 1,549,272 | 99,091 | 6.40% | 32,611 | 6,656 | 32.91% | 0.43% |
| 18 | | | | | | | | |
| 19 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | |

[illegible]

| | | | | | | | | | |
|----|--|-------------------------|------------------|----------------------|------------------|----------------------------|--------------------|------------------------------|-----------------------------------|
| | A | B | C | D | E | F | G | H | I |
| 1 | CARE Table 8 - Participants as of Month-End Southern California Gas Company April 2016 | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | 2016 | Gas and Electric | Gas Only | Electric Only | Total | Eligible Households | Penetration | % Change ¹ | Total Residential Accounts |
| 5 | January | N/A | 1,545,123 | N/A | 1,545,123 | 1,905,617 | 81.08% | -0.8% | 100.00% |
| 6 | February | N/A | 1,554,011 | N/A | 1,554,011 | 1,905,617 | 81.55% | 0.6% | 100.00% |
| 7 | March | N/A | 1,560,233 | N/A | 1,560,233 | 1,905,617 | 81.88% | 0.4% | 100.00% |
| 8 | April | N/A | 1,549,272 | N/A | 1,549,272 | 1,907,250 | 81.23% | -0.7% | 100.00% |
| 9 | May | | | | | | | | |
| 10 | June | | | | | | | | |
| 11 | July | | | | | | | | |
| 12 | August | | | | | | | | |
| 13 | September | | | | | | | | |
| 14 | October | | | | | | | | |
| 15 | November | | | | | | | | |
| 16 | December | | | | | | | | |
| 17 | YTD | N/A | 1,549,272 | N/A | 1,549,272 | 1,907,250 | 81.23% | -0.48% | 100.00% |
| 18 | ¹ The YTD amount represents a sum of all the total CARE participant changes each month. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | | | |
| 19 | | | | | | | | | |
| 20 | | | | | | | | | |

| CARE Table 10 CHANGES One-on-One Customer Assistance Sessions Southern California Gas Company (Provide Cumulative Data from January 2016 - end of Reporting Month) All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities | | | | | | | | | | | | | | |
|--|--|--|---|---------------------|--|------|---------------------|--|------------------------------------|---|---|------------------------------------|---|-----------------------------|
| Date | CHANGES Participants' Self- Identified language of preference | Description of the session content identifying service provided. (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) | If on CARE, Enter How Initially Enrolled | | Number of Enrollment through CHANGES CBOs' Assistance Confirmed by IOU | | | Customer Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs. | | Customer Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBOs. | | | Calls to Dedicated 800 #Recorded by IOU | |
| | | | 1 = Yes 0 = No | How Enrolled | CARE | FERA | Medical Baseline | # | Dedicated Toll-Free Number Used | | # | Dedicated Toll-Free Number Used | | |
| | | | | | | | | | 1 = Yes 0 = No | Reason 800 # Not Used | | 1 = Yes 0 = No | | Reason 800 # Not Used |
| 2016-03-22 | English | HEAP/LiHeap Application Assistance Stop Disconnection | 1 | SCE Data Exchange | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-18 | Spanish | HEAP/LiHeap Application Assistance Stop Disconnection | 0 | n/a | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-02 | Armenian | Gas Assistance Fund Application Assistance | n/a | n/a | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-02-10 | English | Set Up/Change Payment Extension | 1 | Rate Transfer | 0 | 0 | 0 | | 1 | | | | | |
| 2016-02-04 | English | Gas Assistance Fund Application Assistance | 1 | GAF Auto Enrollment | 0 | 0 | 0 | | 1 | | | | | |
| 2016-03-24 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-23 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation | 1 | Bill Insert | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-17 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-16 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs | 1 | Branch Office | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-09 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation | 1 | Rate Transfer | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-09 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |

CARE Table 10 CHANGES One-on-One Customer Assistance Sessions
Southern California Gas Company
(Provide Cumulative Data from January 2016 - end of Reporting Month)

All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities

| | | | | | | | | | | | | | | |
|------------|-------------------|--|---|-------------------|---|---|---|--|---|----------------------|--|---|--|--|
| 2016-03-09 | Vietnamese | HEAP/LiHeap Application Assistance Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs | 1 | Branch Office | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-09 | English | Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-09 | English | Gas Assistance Fund Application Assistance | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-02 | English | HEAP/LiHeap Application Assistance Gas Assistance Fund Application Assistance | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-02 | English | HEAP/LiHeap Application Assistance Gas Assistance Fund Application Assistance | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-02 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-02 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-02 | English | HEAP/LiHeap Application Assistance Gas Assistance Fund Application Assistance | 1 | Rate Transfer | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-02 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Efficiency/ Conservation | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-02 | Chinese/Cantonese | Gas Assistance Fund Application Assistance Educated on Energy Assistance Programs | 1 | Rate Transfer | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-28 | Spanish | Educated on CARE/FERA Educated on Energy Assistance Programs | 1 | SoCalGas Web | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-17 | Spanish | Educated on CARE/FERA Set Up Account Changes to Account | 1 | SCE Data Exchange | 0 | 0 | 0 | | 1 | | | | | |
| 2016-02-10 | Spanish | Request Meter Service or Testing Bill Adjustment | 1 | Rate Transfer | 0 | 0 | 0 | | | | | 1 | | |

CARE Table 10 CHANGES One-on-One Customer Assistance Sessions

Southern California Gas Company

(Provide Cumulative Data from January 2016 - end of Reporting Month)

All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities

| | | | | | | | | | | | | | | |
|------------|----------|---|---|------------------------|---|---|---|--|---|--------------------------|---|--|--|--|
| 2016-03-14 | Spanish | Set Up/Change Payment Extension | 1 | SoCalGas IVR | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-07 | Spanish | Request Meter Service or Testing Bill Adjustment Scheduled Customer Service Visit | 1 | Call Center | 0 | 0 | 0 | | | | 1 | | | |
| 2016-03-02 | Spanish | Gas Assistance Fund Application Assistance | 1 | Rate Transfer | 0 | 0 | 0 | | 0 | This call was to another | | | | |
| 2016-03-22 | Korean | Gas Assistance Fund Application Assistance | 1 | Direct Mailing | 0 | 0 | 0 | | 1 | | | | | |
| 2016-03-23 | Korean | Gas Assistance Fund Application Assistance | 1 | Call Center | 0 | 0 | 0 | | 1 | | | | | |
| 2016-03-23 | English | Gas Assistance Fund Application Assistance | 1 | Call Center | 0 | 0 | 0 | | 1 | | | | | |
| 2016-03-18 | English | Gas Assistance Fund Application Assistance | 1 | GAF Auto Enrollment | 0 | 0 | 0 | | 1 | | | | | |
| 2016-03-22 | English | Gas Assistance Fund Application Assistance | 1 | GAF Auto Enrollment | 0 | 0 | 0 | | 1 | | | | | |
| 2016-03-16 | English | Gas Assistance Fund Application Assistance | 1 | LIHEAP Auto Enrollment | 0 | 0 | 0 | | 1 | | | | | |
| 2016-03-17 | English | Gas Assistance Fund Application Assistance | 1 | GAF Auto Enrollment | 0 | 0 | 0 | | 1 | | | | | |
| 2016-02-25 | Armenian | Gas Assistance Fund Application Assistance | 1 | Branch Office | 0 | 0 | 0 | | 1 | | | | | |
| 2016-03-15 | English | Gas Assistance Fund Application Assistance | 1 | Branch Office | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-04 | English | Gas Assistance Fund Application Assistance | 1 | Payment Extension | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-02-12 | English | Gas Assistance Fund Application Assistance Set Up/Change Payment Plan | 1 | Phone Enrollment | 0 | 0 | 0 | | 1 | | | | | |
| 2016-03-01 | English | Gas Assistance Fund Application Assistance | 1 | Call Center | 0 | 0 | 0 | | 1 | | | | | |
| 2016-02-24 | English | Gas Assistance Fund Application Assistance | 1 | Rate Transfer | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-02-26 | English | Gas Assistance Fund Application Assistance Set Up/Change Payment Plan | 1 | Rate Transfer | 0 | 0 | 0 | | 1 | | | | | |
| 2016-02-25 | English | Gas Assistance Fund Application Assistance Set Up/Change Payment Plan | 1 | Payment Extension | 0 | 0 | 0 | | 1 | | | | | |
| 2016-02-26 | Spanish | Gas Assistance Fund Application Assistance Set Up/Change Payment Plan | 1 | LIHEAP Auto Enrollment | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |

| CARE Table 10 CHANGES One-on-One Customer Assistance Sessions Southern California Gas Company (Provide Cumulative Data from January 2016 - end of Reporting Month) All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilities | | | | | | | | | | | | | | |
|--|--------|---|-----|----------------------|---|---|---|---|---|----------------------|--|--|--|----|
| 2016-03-09 | Korean | Medical Baseline Application Assistance | 1 | SCE Data Exchange | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-07 | Korean | HEAP/LiHeap Application Assistance | 1 | Call Center | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-07 | Korean | HEAP/LiHeap Application Assistance | 1 | Rate Transfer | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-03-07 | Korean | HEAP/LiHeap Application Assistance | 1 | ESAP Auto Enrollment | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| 2016-02-02 | Korean | Changes to Account | 1 | Rate Transfer | 0 | 0 | 0 | | 0 | Meeting | | | | |
| 2016-01-25 | Korean | HEAP/LiHeap Application Assistance | 1 | Direct Mailing | 0 | 0 | 0 | | 0 | Meeting with client. | | | | |
| Current Month Total | | | 46 | | 0 | 0 | 0 | 0 | | | | | | 53 |
| Year-to-Date Total | | | 104 | | 0 | 0 | 0 | 0 | | | | | | 76 |

¹ Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.

The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.

Detailed information for Column C available through table provided by SHE organization.

² Table reflects new monthly activity and may include information from prior months not previously reported.

Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.

| | A | B | C | D | E | F | G |
|----|--|------------------|--|-------------------|-----------------------------|---------------------|--|
| 1 | CARE Table 11 - CHANGES Group Customer Assistance Sessions ² | | | | | | |
| 2 | Southern California Gas Company | | | | | | |
| 3 | Reporting Period March 1, 2016 through March 31, 2016 | | | | | | |
| 4 | Date | Session Language | Description of Service Provided (e.g. utility bill assistance, utility bill dispute resolution, and other energy related issues) | Session Logistics | | | |
| 5 | | | | # of Sessions | Length ¹ (Hours) | Number of Attendees | Description of Information / Literature Provided |
| 6 | Not Available | Armenian | Understanding Your Bill | 1 | 0.5 | 1 | Not Available |
| 7 | Not Available | English | Understanding Your Bill | 14 | 0.5 | 99 | Not Available |
| 8 | Not Available | Japanese | Understanding Your Bill | 1 | 0.5 | 13 | Not Available |
| 9 | Not Available | Korean | Understanding Your Bill | 17 | 0.5 | 460 | Not Available |
| 10 | Not Available | Spanish | Understanding Your Bill | 20 | 0.5 | 245 | Not Available |
| 11 | Not Available | Tagalog | Understanding Your Bill | 8 | 0.5 | 159 | Not Available |
| 12 | Not Available | Vietnamese | Understanding Your Bill | 1 | 0.5 | 33 | Not Available |
| 13 | Not Available | English | Safety Tips | 2 | 0.5 | 7 | Not Available |
| 14 | Not Available | Japanese | Safety Tips | 1 | 0.5 | 8 | Not Available |
| 15 | Not Available | Spanish | Safety Tips | 8 | 0.5 | 111 | Not Available |
| 16 | Not Available | Tagalog | Safety Tips | 1 | 0.5 | 15 | Not Available |
| 17 | Not Available | English | Level Pay Plan | 1 | 0.5 | 2 | Not Available |
| 18 | Not Available | Spanish | Level Pay Plan | 1 | 0.5 | 14 | Not Available |
| 19 | Not Available | Tagalog | Level Pay Plan | 11 | 0.5 | 170 | Not Available |
| 20 | Not Available | English | Energy Conservation | 6 | 0.5 | 42 | Not Available |
| 21 | Not Available | Tagalog | Energy Conservation | 7 | 0.5 | 85 | Not Available |
| 22 | Not Available | Vietnamese | Energy Conservation | 1 | 0.5 | 18 | Not Available |
| 23 | Not Available | Cantonese | CARE/FERA and Other Assistance Programs | 1 | 0.5 | 20 | Not Available |
| 24 | Not Available | English | CARE/FERA and Other Assistance Programs | 6 | 0.5 | 62 | Not Available |
| 25 | Not Available | Spanish | CARE/FERA and Other Assistance Programs | 1 | 0.5 | 1 | Not Available |
| 26 | Not Available | Tagalog | CARE/FERA and Other Assistance Programs | 3 | 0.5 | 24 | Not Available |
| 27 | Not Available | Vietnamese | CARE/FERA and Other Assistance Programs | 15 | 0.5 | 219 | Not Available |
| 28 | Not Available | Not Available | Avoiding disconnection | 2 | 0.5 | 15 | Not Available |
| 29 | Not Available | English | Avoiding disconnection | 5 | 0.5 | 4 | Not Available |
| 30 | Not Available | Spanish | Avoiding disconnection | 2 | 0.5 | 72 | Not Available |
| 31 | Not Available | Tagalog | Avoiding disconnection | 1 | 0.5 | 32 | Not Available |
| 32 | Not Available | Vietnamese | Avoiding disconnection | 2 | 0.5 | 28 | Not Available |
| 33 | Not Available | Cantonese | High Use Energy | 1 | 0.5 | 20 | High Use Handout |
| 34 | Not Available | English | High Use Energy | 1 | 0.5 | 2 | High Use Handout |
| 35 | Not Available | Spanish | High Use Energy | 3 | 0.5 | 68 | High Use Handout |
| 36 | Not Available | Cantonese | Gas Aggregation | 1 | 0.5 | 16 | Gas Aggregation Handout |
| 37 | Not Available | English | Gas Aggregation | 1 | 0.5 | 1 | Gas Aggregation Handout |
| 38 | Not Available | Spanish | Gas Aggregation | 3 | 0.5 | 45 | Gas Aggregation Handout |
| 39 | Current Month Total | | | 149 | | 2,111 | |
| 40 | Year-to-Date | | | 299 | | 4,523 | |
| 41 | | | | | | | |
| 42 | ¹ Contractor states all sessions at least 30 minutes. | | | | | | |
| 43 | ² This table was provided by CHANGES contractor, Self Help for the Elderly, via CSID. This table was edited and reformatted from its original version in order to have have a more consistent appearance and format with existing SCG tables. | | | | | | |
| 45 | Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments. | | | | | | |